soundcore AeroFit 2 Pro

Frequently Asked Questions

User Guide

Table of Contents

1. ANC	2
2. Wearing	3
3. Sound	3
4. APP	6
5. Bluetooth	6
6. Call	7
7. Charging	7
8. FAQ	9
9. Specifications & Operations	13
10. Touch	14
11. General	15

ANC

Q1. What should I do if ANC mode starts automatically after changing forms?

1. Download the latest version of the soundcore app and connect your headphones.

2. Open the main settings page for your headphones and turn off the “Smart Noise Cancellation” toggle.

Q2. What should I do if the ANC on my soundcore AeroFit 2 Pro is not meeting expectations or not optimal?

soundcore AeroFit 2 Pro features an innovative two-in-one design. In Open-Ear form, they enhance environmental awareness for safer use during outdoor activities. In ANC Form, they ensure clear audio in noisy environments for an immersive listening experience.
To maintain comfort in ANC form, the earbuds do not fully seal the ear canal, so ANC performance cannot match that of in-ear earbuds.

Q3. What should I do if soundcore AeroFit 2 Pro feel uncomfortable or unstable when worn in ANC form?

soundcore AeroFit 2 Pro features an innovative five-level adjustable design to accommodate different preferences.
Levels 1 - 2 are for Open-Ear form;
Level 3 is a transitional position that defaults to the last detected form;
Levels 4 - 5 are for ANC form.

Note: If you experience discomfort, try adjusting the ear hooks to find the most comfortable fit.

Q4. When switching from Open-Ear Form to ANC Form on soundcore AeroFit 2 Pro, the ANC response is slow. What should I do?

soundcore AeroFit 2 Pro features adaptive ANC adjustment by default, ensuring every user receives a personalized, optimal ANC experience. However, due to variations in leakage levels in different users, the adaptive adjustment process takes approximately 2 - 5 seconds. During the adjustment, you may notice the ANC effect gradually intensifying over time, which is normal. Please wait until the adjustment is complete to enjoy the best noise-cancelling experience.

Q5. When using soundcore AeroFit 2 Pro in ANC form, I occasionally hear whistling or high-pitched noises. What should I do?

When ANC form is detected, the earbuds' microphone is enabled. Covering the microphone completely may cause result in feedback or sharp noises. Therefore, during daily use, avoid lying on your side, reclining, or other scenarios where the earbuds' microphone might be obstructed.

Wearing

Q1. What should I do if my soundcore AeroFit 2 Pro feel uncomfortable or don't stay securely in place?

soundcore AeroFit 2 Pro feature an innovative five-level adjustable design to accommodate different preferences.
Levels 1 - 2 are for Open-Ear form;
Level 3 is a transitional position that defaults to the last detected form;
Levels 4 - 5 are for ANC form.

Note: If you experience discomfort, try adjusting the ear hooks to find the most comfortable fit.

Q2. What should I do if my soundcore AeroFit 2 Pro feel uncomfortable or don't stay securely in place?

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Levels 1 - 2 are for Open-Ear form;
Level 3 is a transitional position that defaults to the last detected form;
Levels 4 - 5 are for ANC form.

Note: If you experience discomfort, try adjusting the ear hooks to find the most comfortable fit.

Sound

Q1. When switching between the two forms, I experience inconsistent volume levels or differences in sound quality. What should I do?

soundcore AeroFit 2 Pro features adaptive ANC adjustment by default to ensure optimal listening experiences across different wearing positions.
When switching between the two forms, Aerofit 2 Pro automatically adjusts audio settings to match the earbuds' position. This process takes approximately 2 - 5 seconds depending on the change in form. Due to the difference in the seal when switching forms, there may be subtle differences in your listening experience. This is normal.

Q2. When switching between the two formsI experience fluctuating volume levels, or sound drifts between the left and right earbuds. What should I do?

soundcore AeroFit 2 Pro features adaptive ANC adjustment by default to ensure optimal listening experiences across different wearing positions.
When switching between the two forms, Aerofit 2 Pro automatically adjusts audio settings to match the earbuds' position. This process takes approximately 2 - 5 seconds depending on the change in form. Due to the difference in the seal when switching forms, there may be occasional fluctuations in volume. This is normal.

Q3. What should I do if one of soundcore AeroFit 2 Pro earbuds has no sound?

1. Place the earbuds in the charging case and then remove them to reconnect.

2. If the issue persists, reset the earbuds by placing the earbuds in the charging case and leaving the lid open. Hold the button on the case for more than 10 seconds. After 3 seconds, the case indicator light will start flashing white. After 10 seconds, the case indicator light will quickly flash white three times, indicating a successful reset.

Q4. What should I do if the volume is too low when listening to music outdoors with my soundcore AeroFit 2 Pro?

soundcore AeroFit 2 Pro features an innovative two-in-one design. If you find the volume too low when listening to music outdoors, try switching to ANC Form.

Q5. What should I do if the volume of my soundcore AeroFit 2 Pro earbuds is low when connected to a Windows computer?

1. Select "soundcore AeroFit 2 Pro Stereo" as the output device in the Windows' sound settings.

2. The system volume and the media player volume are adjusted separately. Try turning up the volume in the media player.

Q6. What should I do if one of my soundcore AeroFit 2 Pro earbuds has no sound when connected to a MacBook?

On your MacBook, go to System Settings > Sound > Output and check if the balance slider is centered. If it is not centered, move it to the middle and see if that resolves the issue.

Q7. What should I do if the volume of my soundcore AeroFit 2 Pro earbuds is low when connected to a phone?

1. Check if the speaker mesh is clogged. If it is, clean it with a cotton cloth dampened with alcohol.

2. For Android phones, open the Bluetooth settings and enable volume synchronization.

3. For iOS phones, go to Settings > Sounds & Haptic > Headphone Safety, and turn off Reduce Loud Audio.

Q8. Why is the volume set to 100% when soundcore AeroFit 2 Pro are connecting to a PC for the first time?

When connecting to a PC for the first time, the earbuds will default to 100% volume because the computer does not synchronize volume settings. Once you adjust the volume, the earbuds will remember it for the next connection.

Q9. What should I do if the sound quality of my soundcore AeroFit 2 Pro is not meeting expectations?

1. Adjust the EQ Settings in the Soundcore App
The default EQ for the AeroFit 2 Pro is Soundcore Signature, designed to deliver a powerful and balanced audio profile.

If this sound signature doesn't match your preference:
Download and open the Soundcore App.
Explore 22 EQ presets such as Balanced, Bass Booster, or Podcast.
Create a custom EQ to fine■tune the sound to your taste.
Experimenting with different EQ profiles can significantly enhance clarity and improve low■frequency performance.

2. Enable LDAC for Higher Audio Quality (Android Only)
Android devices running Android 8.0 or higher support the LDAC codec, which provides higher sound fidelity.

To enable LDAC in the Soundcore App:
Open the Soundcore App.
Tap Settings ■ Sound Mode ■ Preferred Audio Quality ■ Agree.
Wait ~10 seconds for the codec switch to complete.

Notes:
LDAC offers superior sound quality but consumes more power, slightly reducing battery life.
It's recommended to use LDAC in environments with low signal interference to maintain a stable Bluetooth connection.

3. Check the "Absolute Volume" Setting on Android Devices
Sometimes, disabled Absolute Volume can affect audio performance.

To enable Absolute Volume:
Open Settings on your Android device.
Tap Bluetooth.
Tap the gear icon next to your Soundcore AeroFit 2 Pro.
Enable Media Volume Synchronization or Absolute Volume.

Additional Steps (if the option is not visible):
Activate Developer Mode on your phone:
Go to Settings and find the Build number.
Tap the Build number 5-10 times until "Developer Mode activated" appears.

Return to Developer Options and make sure the Absolute Volume setting is enabled.

Q10. What should I do if the volume on the left and right earbuds on my soundcore AeroFit 2 Pro earbuds do not match?

1. Check if the earbuds' speakers are blocked; if so, try cleaning them.

2. Try adjusting their position in your ear.

3. If the issue still persists, use the "Volume Balance" feature in the app and make adjustments.

4. If none of the above methods resolve the issue, try resetting your earbuds by doing the following:
Place the earbuds in the charging case and leave the lid open. Hold the button on the case for more than 10 seconds. After 3 seconds, the case indicator light will start flashing white. After 10 seconds, the case indicator light will quickly flash white three times, indicating a successful reset.

APP

Q1. What should I do if the AI translation feature is unavailable on my soundcore AeroFit 2 Pro?

1. If the AI translation feature is not displayed within the app, please uninstall the current version and download the latest version of the soundcore app from the App Store. Ensure the app version is 3. 8. 7 or higher.

2. If an error occurs on the AI translation server or network issues arise, please restart the soundcore app and try again.

Q2. How do I turn off "Noise Cancellation Switch Tone" and "Low Battery Prompt" on soundcore AeroFit 2 Pro?

The prompt tone can be turned on or off in "More Settings" in the soundcore app.

Q3. What should I do if my soundcore AeroFit 2 Pro won't pair with soundcore app?

Ensure soundcore app is updated to the latest version. Then, close the app and reopen it to try again.
When connecting to the app, make sure your phone is not already connected to other Bluetooth devices, such as smartwatches.

Bluetooth

Q1. soundcore AeroFit 2 Pro earbuds won't disconnect from Bluetooth when placed in the charging case with the lid closed. What should I do?

1. Ensure the charging case light illuminates when the earbuds are placed back into the case. If it does not light up, wipe the charging pins on both the earbuds and the case with a lint-free cloth dampened with a small amount of alcohol, then try again.

2. If the light illuminates, check the battery level. A steady white light indicates sufficient charge. If a red light appears, charge for 10 minutes before retrying.

3. Attempt a reset. Place both earbuds back into the charging case and leave the lid open. Press and hold the charging case button for over 10 seconds. After 3 seconds, the case indicator will flash white. After another 10 seconds, the case indicator will rapidly flash white three times, indicating a successful reset.

Note: After each use, clean the earbuds and charging case with a soft, dry cloth. Use a cotton swab to clean the charging contacts to prevent sweat buildup that may cause issues with shutting down or charging.

Call

Q1. What should I do if sound outputs from my phone instead of soundcore AeroFit 2 Pro during a call?

1. On your phone's call interface, set the audio output to the earbuds.

2. For iPhone users, sound will output from your phone if you answer the call on your phone. For sound output from your earbuds instead, double-tap them to answer an incoming call.

Note: Some apps may default to phone audio output. Please set the earbuds as the output device on your mobile device for use during calls.

Q2. What should I do if soundcore AeroFit 2 Pro have not meeting expectations call quality?

1. Make sure the earbuds' firmware is updated to the latest version.

2. Adjust the earbuds for the best fit and check if the call quality improves.

Charging

Q1. Why do the left and right earbuds drain at different rates look like they have different battery levels in the app's display?

During daily use, the primary earbud consumes more power than the secondary earbud. This results in inconsistent power consumption between the left and right earbuds and discrepancies in the app's battery level display. A battery level difference of up to 20% is considered acceptable.

Q2. What should I do if my soundcore AeroFit 2 Pro earbuds don't charge when placed in the case?

1. Ensure the charging case light illuminates when the earbuds are placed back into the case. If it does not light up, wipe the charging pins on both the earbuds and the case with a lint-free cloth dampened with a small amount of alcohol, then try again.

2. If the light illuminates, check the battery level. A steady white light indicates sufficient charge. If a red light appears, charge for 10 minutes before retrying.

3. Attempt a reset. Place both earbuds back into the charging case and leave the lid open. Press and hold the charging case button for over 10 seconds. After 3 seconds, the case indicator will flash white. After another 10 seconds, the case indicator will rapidly flash white three times, indicating a successful reset.

Note: After each use, clean the earbuds and charging case with a soft, dry cloth. Use a cotton swab to clean the charging contacts to prevent sweat buildup that may cause issues with shutting down or charging.

Q3. What should I do if the wireless charging function on isn't working on my soundcore AeroFit 2 Pro's charging case?

Try manually activating the wireless charging function on your wireless charger:

1. If you are using an Anker wireless charger, try pressing or double-pressing the button on the charger to activate the wireless charging function.

2. For other brands of wireless chargers, please consult the manufacturer for instructions on how to activate the wireless charging function.

Q4. My soundcore AeroFit 2 Pro won't charge, and the charging case won't charge either. What should I do?

If the earbuds won't charge:

1. Ensure the charging case has sufficient power;

2. Verify that the charging contacts on the earbuds make good contact with the charging case's charging pins. Try

wiping the charging pins/contacts with alcohol;

If the charging case won't charge:

1. Check for dirt or moisture around the USB-C port. Keep the USB-C port dry and free of debris which may block the charging port during charging.

FAQ

Q1. What is the Bluetooth version of soundcore AeroFit 2 Pro?

Bluetooth 6.1.

Q2. What audio codecs do soundcore AeroFit 2 Pro support?

SBC, AAC, and LDAC.

Q3. What is the battery capacity of soundcore AeroFit 2 Pro and how long does it take to charge them

60mAh for each earbud. A full charge takes about 1 hour.

Q4. What is the battery capacity of soundcore AeroFit 2 Pro's charging case and how long does it take to charge it

750mAh. A full charge takes about 2 hours.

Q5. What is the waterproof dustproof rating for soundcore AeroFit 2 Pro?

Earbuds: IP55
Charging Case: Not water resistant.

Q6. What is the wireless charging protocol for soundcore AeroFit 2 Pro's charging case?

Wireless charging supports the Qi protocol with a maximum power output of 3W.

Q7. How many times can I charge soundcore AeroFit 2 Pro to a full charge using the charging case?

The earbuds can be fully recharged a total of 3 times with a fully charged charging case.

Q8. What is the battery life of soundcore AeroFit 2 Pro, and how long can they last with the charging case?

With music playback time at 50% volume:
Open-Ear Form: Approximately 7 hours, extending to 34 hours with the charging case.
ANC Form: Approximately 5 hours, extending to 24 hours with the charging case.

Q9. What is the battery life of soundcore AeroFit 2 Pro earbuds when LDAC is enabled?

With music playback time at 50% volume,
Open-Ear Form: Approximately 6 hours.
ANC Form: Approximately 3 hours.

Q10. What is the battery life of soundcore AeroFit 2 Pro during calls?

With calls at 60% volume,
Open-Ear Form: Approximately 4 hours
ANC Form: Approximately 4 hours

Q11. How many Bluetooth devices can soundcore AeroFit 2 Pro remember?

Up to 8 Bluetooth devices.

Q12. Does soundcore AeroFit 2 Pro's charging case support wireless charging?

Yes, the charging case supports wireless charging.

Q13. How long does it take to fully charge soundcore AeroFit 2 Pro with wireless charging?

When using wireless charging, they take approximately 4 hours to fully charge.

Q14. Do soundcore AeroFit 2 Pro feature wearing detection?

No, soundcore AeroFit 2 Pro does not feature wearing detection.

Q15. Do soundcore AeroFit 2 Pro support fast charging?

Yes, they support fast charging, providing up to 3.5 hours of playback with just a 10-minute recharge.
Please note that the charging case does not support this feature.

Q16. What is the maximum sound pressure of soundcore AeroFit 2 Pro?

Open-Ear Form: 92 dB
ANC Form: 93 dB

Q17. What is the Bluetooth range of soundcore AeroFit 2 Pro?

33 ft / 10 m.

Q18. Do soundcore AeroFit 2 Pro provide power-on and low battery voice prompts?

Yes, the earbuds provide a voice prompt when they power on and when the battery drops to around 10%, repeating every 15 minutes.

Q19. Are soundcore AeroFit 2 Pro suitable for use while diving or swimming?

No.

Q20. What should I do if I want to switch between the two wearing modes of my AeroFit 2 Pro?

Adjust the ear■hook levels to change the mode:
Levels 1-2: Open■Ear mode
Levels 4-5: Semi■Open■Ear Noise Reduction mode (active only when both ear■hooks are set to the same level)
Level 3: Maintains the current mode

Q21. How do I enable Dual Connections on soundcore AeroFit 2 Pro?

There are two methods to enable Dual Connections and connect your earbuds with a second device.

1. In the soundcore app, enable "Dual Connections" on the home page.

2. When the earbuds are connected to a device, place them in the charging case with the lid open. Press and hold the charging case button for 3 seconds. The charging case indicator light will flash slowly, indicating pairing mode.

Note: If your earbuds are already connected to two devices, remove at least one device first.

Q22. When Dual Connections is enabled on soundcore AeroFit 2 Pro, what should I do if there is no sound after switching to another device?

1. Ensure the other device has paused music playback and is not using the audio channel.

2. Switching between devices may take around 20 seconds due to potential compatibility issues.

Q23. How do I turn off touch controls on soundcore AeroFit 2 Pro?

This feature is not supported.

Q24. How do I reset soundcore AeroFit 2 Pro?

Place the earbuds into the charging case and leave the case open. Hold the button on the case for more than 10 seconds. After 3 seconds, the case indicator light will start flashing white. After 10 seconds, the case indicator light will quickly flash white three times, indicating a successful reset.

Q25. How do I force soundcore AeroFit 2 Pro into pairing mode?

Place both earbuds back into the charging case with the lid open. Hold the charging case button for 3 seconds. The charging case indicator light will flash white, and the earbuds will disconnect from their current connection and enter pairing mode.

Q26. Does soundcore AeroFit 2 Pro support single-ear use?

Single-ear use is supported, but functions such as dual-ear pairing, resetting, and custom EQ cannot be performed.

Q27. How do I pair the left and right earbuds of soundcore AeroFit 2 Pro with different devices?

This feature is not supported.

Q28. What should I do if my soundcore AeroFit 2 Pro gets warm while charging?

- Stop charging and check if there is any moisture or sweat in the charging port of the charging case.
- Clean the charging port before attempting to charge again.

Q29. How can I better maintain and care for my soundcore AeroFit 2 Pro?

1. Use the earbuds at least once a month; avoid leaving them unused for a long time. The battery life can be significantly affected if the earbuds are left completely discharged.

2. Avoid using the earbuds until the battery drops to 20%, or until they power off due to low battery. This can also greatly impact battery life.

3. Do not leave the charging case with low battery for extended periods; charge it regularly.

4. Clean the charging pins promptly after use.

5. Store the earbuds in a dry place. If they accidentally come into contact with liquid, dry them with a hairdryer on the cool setting.

Q30. What should I do if one of soundcore AeroFit 2 Pro earbuds fails to power on or pair?

Reset the earbuds by following these instructions:
Place the earbuds in the charging case and leave the lid open. Hold the button on the case for more than 10 seconds. After 3 seconds, the case indicator light will start flashing white. After 10 seconds, the case indicator light will quickly flash white three times, indicating a successful reset.

Q31. What is the latency of soundcore AeroFit 2 Pro?

Approximately 200 ms.

Q32. What do I need to use to charge soundcore AeroFit 2 Pro's charging case?

To charge the charging case, a certified charger and charging cable rated at 5V/1A or higher are required.

Q33. What should I do if my soundcore AeroFit 2 Pro cannot be powered on?

Charge the charging case for at least one hour and place the earbuds into the case to recharge them.

Q34. What should I do my soundcore AeroFit 2 Pro won't pair with my phone

Reset the earbuds by following these instructions:
Place the earbuds in the charging case and leave the lid open. Hold the button on the case for more than 10 seconds. After 3 seconds, the case indicator light will start flashing white. After 10 seconds, the case indicator light will quickly flash white three times, indicating a successful reset.

Specifications & Operations

Q1. What should I do if my soundcore AeroFit 2 Pro won't switch to ANC Form?

soundcore AeroFit 2 Pro is suitable for all users in its Open-Ear Form.
However, if you have smaller ear canals, switching between the two forms may not be possible.

How to Determine:

1. Prepare a ruler or measuring tape.

2. Measure the straight-line distance of your ear canal (between the two measurement points) as shown below.

3. Criteria:
- If measured distance > 16 mm: ■ Suitable for soundcore AeroFit 2 Pro (both forms usable)
- If measured distance ≤ 16 mm: ■■ Not suitable for this product, but may fail to switch to ANC Form.

Q2. What should I do if the button on soundcore AeroFit 2 Pro does not respond well or requires too much too little pressure?

soundcore AeroFit 2 Pro features physical buttons, with the optimal area for control located below the logo. For the best experience, we recommend positioning your fingers close by.

Q3. How do I turn off soundcore AeroFit 2 Pro?

1. Place the earbuds back into the charging case and close the lid to automatically power off and disconnect from Bluetooth.

2. While wearing the earbuds, simultaneously press and hold both earbud buttons for 3 seconds to power off (press and hold for 3 seconds again to power on).

3. If the earbuds are not connected to Bluetooth and not being worn, they will automatically power off after 30 minutes (the auto power-off time can be customized in the soundcore app).

Q4. How do I adjust the volume on my soundcore AeroFit 2 Pro?

This feature is not enabled by default on soundcore AeroFit 2 Pro. You can customize touch controls in the soundcore app, such as setting a single tap on the left ear to "Volume +" and a single tap on the right ear to "Volume -."

Touch

Q1. What should I do if the buttons on my soundcore AeroFit 2 Pro are unresponsive?

soundcore AeroFit 2 Pro features physical buttons, with the optimal area for control located below the logo. For the best experience, we recommend positioning your fingers close by.

General

Q1. How should I maintain my soundcore AeroFit 2 Pro on a daily basis?

To ensure your earbuds maintain optimal performance, please take note of the following.

1. Post-workout cleaning: After exercising, wipe sweat from the charging contacts. Prolonged sweat buildup may cause poor contact, issues with power off or charging.
Under normal circumstances, the charging case light will illuminate and then turn off when the earbuds are placed inside. If the light does not illuminate when you place the earbuds back into the charging case, it indicates poor contact between the earbuds and the charging case. You can use a cotton swab or dry cloth dipped in a small amount of alcohol to gently wipe the charging contact points on both the earbuds and the charging case.

2. Daily Maintenance: After each use, clean the earbuds and charging case with a soft, dry cloth. Use a cotton swab or dry cloth to clean the charging contacts, and a soft brush to clean the steel mesh covering the earbuds' sound outlets.